

STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

Re: Rulemaking Relating to Service  
Standards for Electric Utilities

M.#210

June 18, 1979

GELDER, Chairman, SMITH and CARRIGAN, Commissioners

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On May 9, 1979 the Public Utilities Commission issued a proposed rule relating to service standards for electric utilities. The proposed rule is identical to the Commission's General Order 16 except that the section relating to customer deposits has been deleted.

Newspaper notice was published in accordance with 5 M.R.S.A. §8053. In addition copies of the notice were provided to each electric utility.

No comments were received.

Each electric utility is required to provide safe and adequate service. We believe that the proposed rule establishes minimum service requirements in the specific areas addressed.

The proposed rule is hereby adopted without modification.

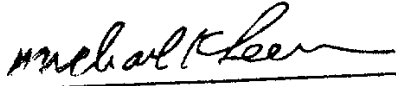
Dated in Augusta, Maine, this 18th day of June, A.D., 1979.

BY ORDER OF THE COMMISSION

Michael K. Feener  
Michael K. Feener  
Secretary

A true copy.

Attest:

  
Michael K. Feener, Secretary

COMMISSIONERS VOTING FOR: GELDER  
SMITH  
CARRIGAN

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STATE OF MAINE

407

PUBLIC UTILITIES COMMISSION

Summary: This Rule Establishes Service  
Standards for Electric Utilities

Chapter - 32 - Electric Utility Service Standards

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1. All electric utilities shall comply with the requirements of the  
"Rules and Standards of Services for Electrical Companies" Revision No.3  
dated August 1, 1963 , except, however, rule 5.01 is rescinded.

STANDARDS NO. 3 — Revised

STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

RULES AND STANDARDS OF SERVICE  
FOR ELECTRICAL COMPANIES

EFFECTIVE August 1, 1963

the business of furnishing electrical energy for sale within the State of Maine. No substantial modification of the requirements of these rules shall be made unless authorized in writing by the Commission.

1.04 Definitions. In the interpretation of these rules, the word

(a) "Commission" shall mean the Public Utilities Commission of the State of Maine.

(b) "Utility" shall mean any person, firm, private or public corporation, district, municipal department or any other organization owning, controlling, operating, or managing any electric plant for compensation within this State except where electricity is generated and distributed by the producer through private property solely for his own use or the use of his tenants and not for sale to others, excepting another utility.

(c) "Electric Plant" shall mean all real estate, fixtures, equipment and personal property owned, controlled, operated or managed in connection with or to facilitate the production, generation, transmission, delivery or furnishing of electric energy.

(d) "Customer" shall mean any person, partnership, firm, company, corporation, municipality, cooperative, organization, governmental agency or similar organization furnished electric service by a utility.

## 2. Construction, Operation and Maintenance

2.01 Continuity of Service. (a) Every utility shall maintain its entire plant and system in such condition as will enable it to furnish safe, adequate and as far as practicable continuous service.

(b) All new construction, reconstruction, maintenance and operation of electric plant shall be in compliance with the most recent revision or revisions of the National Electrical Safety Code, as published by the National Bureau of Standards, United States Department of Commerce.

(c) Each utility shall keep a record of all interruptions to service affecting the entire distribution system of any single community, or any significant portion of a community, and shall include in such record the date and time of interruption, the approximate number of customers affected, the date and time of restoring service, and the cause of each interruption. Such records may be destroyed after two (2) years from the date of such interruption.

(d) Each utility shall have such instruments and equipment as will enable them to keep a record of the characteristics of voltage and frequency of the service which they provide. For generating utilities the normal station records are sufficient. Non-generating utilities need not have instruments nor keep records of the frequency characteristics of their service. Service characteristic records may be destroyed after two (2) years.

(e) Each utility shall notify the Commission within a reasonable time in writing of interruptions of

(d) Each utility shall, upon request, give its customers such information as is reasonable in order that customers may secure safe, adequate and proper service delivery.

(e) Each utility, upon request, shall provide a statement of the past readings of a customer's meter for any period not in excess of fifteen (15) months.

(f) Each utility shall make prompt and reasonable investigation of each complaint and other service requests made to it, either at its office or in writing by any customer; and it shall keep a record of all substantial complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the disposal thereof. Records of such complaints shall be kept for a period of not less than three (3) years.

#### 2.07 Refusal or Discontinuance of Service.

(a) A utility may discontinue service where:

1. A customer is found to be making unauthorized or fraudulent use of electricity. Disconnection may be without notice.

2. A known dangerous condition exists in the customer's wiring or connected equipment. Disconnection may be without notice.

3. Customer is delinquent in payment after a diligent attempt has been made to collect same and a written notice given customer at least 48 hours in advance of severance.

4. Violation of utility's rules pertaining to operation of equipment which interferes with service to others.

(b) A utility may refuse service:

1. Which could operate in parallel with generating equipment connected to the customer's system if such operation is hazardous or may interfere with its own operation or service to other customers.

2. Where customer's wiring is found not to be in compliance with the National Electrical Code currently in effect or with the requirements of any local inspection authority.

(c) The following shall be insufficient cause to deny service:

1. Delinquency in payment for service by a previous occupant of the premises to be served.

2. Failure to pay for merchandise purchased from the utility.

3. Failure to pay the bill of another customer as guarantor thereof.

4. Failure to pay a charge billed because of an inaccurate meter.

5. Failure to pay an estimated bill unless the customer refuses to make provision for the reading of the meter during the utility's normal working hours.

(e) The average accuracy of a watthour meter shall be defined as one-fifth of the algebraic sum of 1) four times the error at heavy load, and 2) the error at light load.

### 3.03 Accuracy of Demand Meters.

All demand meters must be accurate to within two percent (2%) of full scale. The timing element shall be accurate within two percent (2%).

### 3.04 Meter Testing Facilities and Equipment.

Each utility shall, unless specifically excused by the Commission, provide for and have available such meter laboratory, standard meters, instruments, and other equipment and facilities as may be necessary to make the tests required by these rules. Such equipment shall be acceptable to the Commission and shall be available at all reasonable times for the inspection of any authorized representative of the Commission.

### 3.05 Pre-Installation Meter Tests

(a) Service watthour meters and demand meters may be tested in place with approved testing apparatus and under local conditions of operation. However, it is preferred that all meter testing be done in the utility's meter laboratory under better controlled conditions.

(b) All new watthour meters and demand meters shall be tested, calibrated and certified as to ac-

curacy by the manufacturer or tested and calibrated by the utility in its own meter laboratory before being installed.

(c) Instrument transformers installed with meters shall be certified as to accuracy by the manufacturer or shall be tested for ratio and phase angle in the meter laboratory of the utility, or in another laboratory of recognized standing, before being installed.

### 3.06 Periodic Meter Tests.

Each utility shall make periodic tests of all watthour and demand meters which are in service on customer's premises.

(a) All watthour and demand meters manufactured prior to January 1, 1941, shall be tested according to the following schedule:

(1) Watthour meters not exceeding 750 volts:

Category	Test Interval
Alternating current—single phase	
Exceeding 25 amperes .....	24 months
25 amperes and less .....	60 "
Alternating current—polyphase	
Exceeding 150 amperes .....	12 "
150 amperes and less .....	24 "
Meters on circuits exceeding 600 volts	6 "

Reasonable cost of the test may be retained by the utility.

(c) A customer may be present when the utility conducts the requested test on his meter or, if he desires, may send another person to represent him. A written report, giving the results of such test shall be made to the customer and a copy of this report and other data pertinent to the test kept in the utility's records for a period of at least two years.

### 3.08 Meter Records

(a) Each utility shall keep a record of (1) the names and addresses of all its customers with an identifying number of the meter or meters used by each of them and (2) all its meters, showing dates of installation and removal.

(b) A complete record shall be kept by each utility of all tests of meters installed on customer's premises. Such record shall include: an identifying number of the meter; type and capacity; meter constants; date and kind of test made; the reading of meter before and after test is made; the error (or percent accuracy) at heavy and at light load, as found and as left after adjustment at each test. These records shall be continuous for at least two periodic tests and in no case for less than three years. Each utility shall file with the Commission such reports of meter tests as the Commission may request.

## 4. Records and Reports

### 4.01 Availability

All records required by these rules shall be kept within the state at the office or offices of the utility and shall be open for examination by the Commission or its representatives at all reasonable hours. All such records shall be carefully preserved for at least two years unless in a particular rule a different period is specified.

### 4.02 Station Records

Each utility shall install such instruments or meters as may be necessary to obtain a daily record of the load and a monthly record of the output of its generating stations. Each utility purchasing electrical energy shall install such instruments or meters as may be necessary to furnish full information as to the monthly purchases, unless the wholesaler has such instruments installed and supplies that utility with a copy of the pertinent data. Each utility shall keep a record of:

(a) The time of putting in and taking out of service the generating units and feeders.

(b) All tests and special reports as the Commission may request from time to time.

## 5. General

### ~~5.01 Deposits~~

~~(a) If proper provision therefor is made in filed schedules, each utility may require from any cus-~~